



INTRODUCTION

The Solution Life Cycle (SLC) provides a standardized approach for solution acquisitions across FSA. The SLC is designed to be the process framework used by FSA to acquire the solution from planning to deployment and support.

The Solution Life Cycle Process Guide and the documents that comprise it continue to evolve through an “evergreening” process in order to remain as current and relevant as possible. As such, there is a need for a well-defined process to manage additions of new material, modifications of existing items, and deletions of outdated material. This process of change management is termed the SLC Change Control Process. (For further detail refer to the SLC Process Guide, Appendix D – Change Control Process)

JOB SUMMARY

The SLC Change Control Process Lead oversees the management of this “evergreening” process by managing Change Requests (CR) to the SLC Process Guide and related documentation. This oversight extends from the beginning of the Change Control process when the CR is submitted, to the end of the process when the CR is either incorporated into a new version of the SLC Process Guide or the CR is rejected.

RESPONSIBILITIES

Category	Responsibilities
Process Understanding	<ul style="list-style-type: none">Gain a high-level understanding of SLC Processes, tools and techniquesGain a deep understanding of the SLC Change Control Process
SLC Tool Use	<ul style="list-style-type: none">Learn to use the SLC ClearQuest Tool to submit and track CRs to the SLC Process Guide
Process Management	<ul style="list-style-type: none">Report all CR activity to the SLC Chairperson on at least a biweekly basisFollow the process flow and step descriptions in the SLC Change Control Process GuideValidate submitted CRs to determine completeness and relevanceRequest further information re: CR from CR Owner (if necessary)Categorize the submitted CRs for review by the PRT (e.g. simple or complex CRs)Estimate Level of Effort needed to manage each submitted CRTogether with the PRT, prioritize the submitted CRsEstimate time and resources needed to process CRsManage the assignment of CRs to appropriate parties for review and recommended decisionPrepare, coordinate and manage SLC PRT meetings and all related documentationEstablish, maintain and provide meeting reports (i.e. votes, minutes/summary, etc.) to a centralized location accessible to all concerned parties



Role Description – SLC Change Control Process Lead

Category	Responsibilities
	<ul style="list-style-type: none"> • Coordinate PRT meetings to review recommended decision on CR, including invitation to CR Owner and review schedule with and obtain approval of SLC Chairperson • Present recommended decisions to the PRT for review • Incorporate into documentation the PRT review recommendations • Incorporate and integrate approved CR documentation into SLC Process Guide • Present revised version of SLC Process Guide to PRT for final review and approval • Package the finalized documents for publication of new version of SLC Process Guide • Develop and deploy communications message concerning new SLC release • Send new SLC version for posting and publication • Manage SLC ClearQuest Tool User ID Process • Create and maintain an SLC Library • Update and maintain SLC Change Control Process documentation and templates
Process Tracking and Communication	<ul style="list-style-type: none"> • Monitor and document the progress of each CR • Track time and resources needed to complete CR • Close CR and notify Request Owner of outcome • Ensure that publication of new version of SLC Process Guide is communicated to affected parties

COMPETENCIES AND SKILLS

- **Project Management Skills** – estimate and track level of effort, monitor progress on CRs and keep effort on schedule according to plan.
- **Analysis** – analyze an issue to determine its root causes
- **Problem Solving** – identify and explore different approaches and select the approach that is most appropriate
- **Attention to Detail** – Be thorough, consistent and detailed in managing documents
- **Communication Skills** – Need to be clear and concise, both in written and oral communications.
- **Follow Through/Responsiveness** –take the initiative to set up reviews, solicit feedback, and respond to communications in a timely fashion
- **Availability** – be able to allocate a defined percentage of time to the management of SLC Change Control process



Role Description – SLC Change Control Process Lead

- **Technical editor** – execute document management, version control, style management, content management and accuracy as it applies to the Software Engineering Institute, Software Acquisition and Software Capability Maturity Model.